

Schedule A
Authorized Services and Price List

as of

June 2005

for

Contract Number T03-MST-003

with

Cascade Computer Maintenance, Inc.

Vendor is authorized to provide the Services identified in this Schedule A at the Prices set forth in this Schedule A. In addition Vendor can provide other Services related to the support and maintenance of information technology equipment on a Time and Materials basis at the rates in this Schedule A.

Cascade Computer Maintenance, Inc. is an Authorized Warranty Service Provider for the following:

Acer	APC	Apple
Caliber	Cisco	Compaq Computer Corporation
Dell	Epson	Fujitsu
Gateway	Hewlett-Packard	IBM
Lexmark	Microsoft	Novell
Okidata	Packard Bell	Panasonic
SCO UNIX	Tally	Tektronix
Toshiba	U.S. Micro	WYSE
Xerox		

CONTRACTED MAINTENANCE SERVICES – SPECIFIC CONFIGURATIONS

Monthly Service Charges - Eight (8) Hour Resolution Time

Configuration of Equipment to be Maintained *	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Dell Workstation:	\$ 5.00	\$ 5.00	\$ 11.00
OEM: Compaq Workstation:	\$ 5.00	\$ 5.00	\$ 11.00
OEM: Gateway Workstation:	\$ 5.00	\$ 5.00	\$ 11.00
OEM: Hewlett-Packard Workstation:	\$ 5.00	\$ 5.00	\$ 11.00
OEM: IBM Workstation:	\$ 5.00	\$ 5.00	\$ 11.00
OEM: Hewlett-Packard B&W Laser Printer > 26 pages per minute	\$ 5.00	\$ 5.00	\$ 40.00
OEM: Hewlett-Packard B&W Laser Printer < 26 pages per minute	\$ 0.00	\$ 7.50	\$ 14.00
OEM: Hewlett-Packard Color Laser Printer < 26 pages per minute	\$ 5.00	\$ 5.00	\$ 40.00
OEM: Lexmark B&W Laser Printer > 26 pages per minute	\$ 5.00	\$ 5.00	\$ 40.00
OEM: Lexmark B&W Laser Printer < 26 pages per minute	\$ 0.00	\$ 7.50	\$ 14.00
OEM: Lexmark Color Laser Printer < 26 pages per minute	\$ 5.00	\$ 5.00	\$ 40.00

***Reference Standard Configuration, page A-.3**

CONTRACTED MAINTENANCE SERVICES – SPECIFIC CONFIGURATIONS

Monthly Service Charges - Sixteen (16) Hour Resolution Time

Configuration of Equipment to be Maintained *	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Dell Workstation:	\$ 3.00	\$ 3.00	\$ 8.75
OEM: Compaq Workstation:	\$ 3.00	\$ 3.00	\$ 8.75
OEM: Gateway Workstation:	\$ 3.00	\$ 3.00	\$ 8.75
OEM: Hewlett-Packard Workstation:	\$ 3.00	\$ 3.00	\$ 8.75
OEM: IBM Workstation:	\$ 3.00	\$ 3.00	\$ 8.75
OEM: Hewlett-Packard B&W Laser Printer > 26 pages per minute	\$ 5.00	\$ 5.00	\$ 30.00
OEM: Hewlett-Packard B&W Laser Printer < 26 pages per minute	\$ 0.00	\$ 7.50	\$ 10.00
OEM: Hewlett-Packard Color Laser Printer < 26 pages per minute	\$ 5.00	\$ 5.00	\$ 30.00
OEM: Lexmark B&W Laser Printer > 26 pages per minute	\$ 5.00	\$ 5.00	\$ 30.00
OEM: Lexmark B&W Laser Printer < 26 pages per minute	\$ 0.00	\$ 7.50	\$ 10.00
OEM: Lexmark Color Laser Printer < 26 pages per minute	\$ 5.00	\$ 5.00	\$ 30.00

***Standard Configuration Workstation/Personal Computer (PC):**

- System board with Processor (Pentium II, III and 4)
- System Memory to 512 MB
- Floppy Disk Drive(s) 1.44 MB
- Serial Ports/1 Parallel port/USB ports
- Hard Disk Drive Unit to 60GB
- Monitor to 19" Diagonal measure as defined by OEM
- Modem to 56 Kbps(internal)
- Keyboard
- Pointing Device
- CD CD/RW DVD2
- Network Interface Card
- Video Adapter to 64 MB RAM

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges - Eight (8) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Acer Workstations	\$ 4.00	\$ 7.00	\$ 11.00
OEM: U.S. Micro Workstations	\$ 4.00	\$ 7.00	\$ 11.00
OEM: Wyse Workstations	\$ 4.00	\$ 7.00	\$ 11.00
OEM: Caliber Workstations	\$ 4.00	\$ 7.00	\$ 11.00
OEM: Micron Workstations	\$ 4.00	\$ 7.00	\$ 11.00
OEM: Edge System (DFI) W/S	\$ 4.00	\$ 7.00	\$ 11.00
OEM: Apple Workstations	\$ 4.00	\$ 7.00	\$ 11.00
OEM: HP Notebooks	\$ 6.00	\$ 14.00	\$ 19.00
OEM: Dell Notebooks	\$ 6.00	\$ 14.00	\$ 19.00
OEM: Compaq Notebooks	\$ 6.00	\$ 14.00	\$ 19.00
OEM: Acer Notebooks	\$ 6.00	\$ 14.00	\$ 19.00
OEM: Gateway Notebooks	\$ 6.00	\$ 14.00	\$ 19.00
OEM: Toshiba Notebooks	\$ 6.00	\$ 14.00	\$ 19.00
OEM: AXIS 5400 Printserver	\$ 1.50	\$ 1.50	\$ 3.00
OEM: AXIS 540+ Printserver	1.50	1.50	\$ 3.00
OEM: Acer Servers – SmallAcer server running a multi-user OS. Memory not over 512K. Disk drive capacity of not more than 40 gig. Internal CD-ROM drive, Nic card and a DAT with no more than 40-gig capacity.	\$ 20.00	N/A	\$ 40.00

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges - Eight (8) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Acer Servers – Large Acer server running a multi-user OS. Memory not over 1 gig. Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 40.00	N/A	\$ 80.00
OEM: Acer - Server Raid Acer server running a multi-user OS. Memory not over 1 gig. Raid controller and Hot Swap Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 60.00	N/A	\$ 120.00
OEM: Dell Servers – Small Dell server running a multi-user OS. Memory not over 512K. Disk drive capacity of not more than 40 gig. Internal CD-ROM drive, Nic card and a DAT with no more than 40-gig capacity.	\$ 20.00	N/A	\$ 40.00
OEM: Dell Servers – Large Dell server running a multi-user OS. Memory not over 1 gig. Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 40.00	N/A	\$ 80.00

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges - Eight (8) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Dell - Server Raid Dell server running a multi-user OS. Memory not over 1 gig. Raid controller and Hot Swap Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 60.00	N/A	\$ 120.00
OEM: HP Servers – Small HP server running a multi-user OS. Memory not over 512K. Disk drive capacity of not more than 40 gig. Internal CD-ROM drive, Nic card and a DAT with no more than 40-gig capacity.	\$ 20.00	N/A	\$ 40.00
OEM: HP Servers – Large HP server running a multi-user OS. Memory not over 1 gig. Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 40.00	N/A	\$ 80.00
OEM: HP - Server RaidHP server running a multi-user OS. Memory not over 1 gig. Raid controller and Hot Swap Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 60.00	N/A	\$ 120.00

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges - Eight (8) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Compaq Servers – Small Compaq server running a multi-user OS. Memory not over 512K. Disk drive capacity of not more than 40 gig. Internal CD-ROM drive, Nic card and a DAT with no more than 40-gig capacity.	\$ 20.00	N/A	\$ 40.00
OEM: Compaq Servers – Large Compaq server running a multi-user OS. Memory not over 1 gig. Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 40.00	N/A	\$ 80.00
OEM: Compaq - Server Raid Compaq server running a multi-user OS. Memory not over 1 gig. Raid controller and Hot Swap Disk drive capacity of not more than 100 gig. Internal CD-ROM drive, Nic card and a Tape with no more than 80-gig capacity.	\$ 60.00	N/A	\$ 120.00
OEM: Small Scanner	\$ 5.00	\$ 5.00	\$ 10.00
OEM: Fujitsu 4750 Scanner	N/A	N/A	\$112.50
OEM: All in One OfficeJet	\$ 5.00	\$ 5.00	\$ 15.00
OEM: Citizen Printers	\$ 3.00	\$ 5.00	\$ 7.00
OEM: IBM 5262 Line Printer	N/A	N/A	\$ 125.00
OEM: Tally Line Printers	\$ 25.00	\$ 75.00	\$ 125.00
OEM: Tally Dot Matrix Printers	\$ 5.00	\$ 12.00	\$ 25.00

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges - Eight (8) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: HP & Lexmark color >26ppm	\$ 5.00	\$ 5.00	\$ 50.00
OEM: HP & Lexmark B&W >26ppm, Under \$1000.00	\$ 5.00	\$ 5.00	\$ 25.00
OEM: Lexmark 1200N	\$ 5.00	\$ 15.00	\$ 40.00
OEM: Tektronix Phaser 750+	N/A	N/A	\$ 60.00
OEM: Tektronix Phaser 840	N/A	N/A	\$ 50.00
OEM: XEROX Phaser 8400	N/A	N/A	\$ 50.00
OEM: Tektronix Phaser 7700	N/A	N/A	\$ 95.00
OEM: HP Business DeskJet	\$ 5.00	\$ 5.00	\$15.00
OEM: HP Desk Jets Professional	\$ 3.00	\$ 6.75	\$ 15.00
OEM: HP Desk Jets	\$ 3.00	\$ 6.75	\$ 10.50
OEM: HP DesignJet 750	N/A	N/A	\$ 70.00
OEM: HP DesignJet 1050	N/A	N/A	\$ 90.00
OEM: HP DesignJet 550	N/A	N/A	\$ 70.00
OEM: HP DesignJet Pro	N/A	N/A	\$ 45.00
OEM: Cannon Bubble Jet	\$ 3.00	\$ 6.75	\$ 10.50

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges - Eight (8) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Panasonic Laser Printers	\$ 4.00	\$ 11.00	\$ 14.00
OEM: Okidata Printers < 400ppm	\$ 3.00	\$ 5.00	\$ 7.00
OEM: Okidata Printers > 400ppm	\$ 3.00	\$ 5.00	\$ 25.00
OEM: Epson Printers	\$ 3.00	\$ 5.00	\$ 7.00
OEM: Star Receipt Printers	\$ 3.00	\$ 8.00	\$ 15.00
OEM: NEC 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Acer 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: ViewSonic 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: HP 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Compaq 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Generic 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Sony 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: CTL 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Hitachi 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Generic 15" LCD Monitor	\$ 3.00	\$ 3.00	\$ 5.00
OEM: Generic 17" LCD Monitor	\$ 3.00	\$ 3.00	\$ 7.00
OEM: Cisco 2500 Series	\$ 3.00	\$ 5.00	\$ 25.00
OEM: 3Com Hubs	\$ 3.00	\$ 5.00	\$ 15.00
OEM: Bay Networks Hubs/Nortel	\$ 3.00	\$ 5.00	\$ 15.00
OEM: Kentrox 56KBS CSU/DSU	N/A	N/A	\$ 11.00
OEM: Qmatic Systems	\$ 37.45	\$ 37.45	\$ 37.45

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges – Sixteen (16) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Acer Workstations	\$ 2.00	\$ 6.00	\$ 8.75
OEM: U.S. Micro Workstations	\$ 2.00	\$ 6.00	\$ 8.75
OEM: Wyse Workstations	\$ 2.00	\$ 6.00	\$ 8.75
OEM: Caliber Workstations	\$ 2.00	\$ 6.00	\$ 8.75
OEM: Micron Workstations	\$ 2.00	\$ 6.00	\$ 8.75
OEM: Edge System (DFI) W/S	\$ 2.00	\$ 6.00	\$ 8.75
OEM: Apple Workstations	\$ 2.00	\$ 6.00	\$ 8.75
OEM: HP Notebooks	\$ 5.00	\$ 12.00	\$ 16.00
OEM: Dell Notebooks	\$ 5.00	\$ 12.00	\$ 16.00
OEM: Compaq Notebooks	\$ 5.00	\$ 12.00	\$ 16.00
OEM: Acer Notebooks	\$ 5.00	\$ 12.00	\$ 16.00
OEM: Gateway Notebooks	\$ 5.00	\$ 12.00	\$ 16.00
OEM: Toshiba Notebooks	\$ 5.00	\$ 12.00	\$ 16.00
OEM: Small Scanner	\$ 5.00	\$ 5.00	\$ 8.00
OEM: Fujitsu 4750 Scanner	N/A	N/A	\$ 100.00
OEM: All in One OfficeJet	\$5.00	\$ 5.00	\$ 10.00
OEM: AXIS 5400 Printserver	\$ 1.50	\$ 1.50	\$ 2.00
OEM: AXIS 540+ Printserver	\$ 1.50	\$ 1.50	\$ 2.00
OEM: Citizen Printers	\$ 2.00	\$ 4.00	\$ 5.50
OEM: IBM 5262 Line Printer	N/A	N/A	\$ 100.00

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges – Sixteen (16) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Tally Line Printers	\$ 25.00	\$ 75.00	\$ 100.00
OEM: Tally Dot Matrix Printers	\$ 5.00	\$ 12.00	\$ 18.00
OEM: HP & Lexmark color >26ppm	\$ 5.00	\$ 5.00	\$ 40.00
OEM: HP & Lexmark B&W>26ppm Under \$1000.00	\$ 5.00	\$ 5.00	\$ 18.00
OEM: Lexmark 1200N	\$ 5.00	\$ 10.00	\$ 30.00
OEM: HP Business DeskJet	\$ 5.00	\$ 5.00	\$ 12.50
OEM: HP Desk Jets Professional	\$ 2.00	\$ 7.50	\$ 12.50
OEM: Tektronix Phaser 750+	N/A	N/A	\$ 55.00
OEM: Tektronix Phaser 840	N/A	N/A	\$ 45.00
OEM: Xerox Phaser 8400	N/A	N/A	\$ 45.00
OEM: Tektronix Phaser 7700	N/A	N/A	\$ 90.00
OEM: HP Desk Jets	\$ 2.00	\$ 7.50	\$ 10.00
OEM: HP Design Jet 750	N/A	N/A	\$ 60.00
OEM: HP Design Jet 1050	N/A	N/A	\$ 80.00
OEM: HP Design Jet 550	N/A	N/A	\$ 60.00
OEM: HP Design Jet Pro	N/A	N/A	\$ 37.50
OEM: Cannon Bubble Jet	\$ 2.00	\$ 7.50	\$ 10.00

CONTRACTED MAINTENANCE SERVICES – OTHER BRANDS

Monthly Service Charges – Sixteen (16) Hour Resolution Time

OEM Brand	Manufacturer Warranty Status		
	Covered by Mfr. On-Site Warranty	Covered by Mfr. Carry-in Warranty	Not covered by any Mfr. Warranty
OEM: Panasonic Laser Printers	\$ 2.00	\$ 7.50	\$ 10.00
OEM: Okidata Printers < 400ppm	\$ 2.00	\$ 4.00	\$ 5.50
OEM: Okidata Printers > 400ppm	\$ 2.00	\$ 4.00	\$ 20.00
OEM: Epson Printers	\$ 2.00	\$ 4.00	\$ 5.50
OEM: Star Receipt Printers	\$ 3.00	\$ 8.00	\$ 12.00
OEM: NEC 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Acer 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: ViewSonic 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: HP 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Compaq 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Generic 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Sony 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: CTL 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Hitachi 21" Monitor	\$ 3.00	\$ 5.00	\$ 7.50
OEM: Generic 15" Monitor	\$ 3.00	\$ 3.00	\$ 4.00
OEM: Generic 17" Monitor	\$ 3.00	\$ 3.00	\$ 6.00
OEM: Cisco 2500 Series	\$ 3.00	\$ 5.00	\$ 25.00
OEM: 3Com Hubs	\$ 2.00	\$ 5.00	\$ 12.50
OEM: Bay Networks Hubs/Nortel	\$ 2.00	\$ 5.00	\$ 12.50
OEM: Kentrox 56KBS CSU/DSU	N/A	N/A	\$ 10.00
OEM: Qmatic Systems	\$ 37.45	\$ 37.45	\$ 37.45

Supplemental Server Pricing:

Equipment	On-site Warranty	No Warranty
Additional Processors	\$ 4.00/month	\$ 8.00/month
Additional Hard Drives (not Hot Swap)	\$ 2.70/month	\$ 5.35/month
Additional Hard Drives (Hot Swap)	\$ 5.35/month	\$10.70/month

Optional Services Available for Servers

Description	Unit	Price	
1. Labor Rates		Customer On-Site Rate	Vendor Premises Rate
a. Regular (M-F, 8AM-5PM)	.25 Hr.	\$ 21.00	\$ 17.00
b. Overtime (M-F, 5PM-8AM)	.25 Hr.	\$ 30.00	\$ 25.00
c. Premium (Saturday/Sunday/Holiday)	.25 Hr.	\$ 30.00	\$ 25.00
2. Hourly Travel Rate	.25 Hr.	\$ 15.00	

Temporary IT Staffing Prices:

Type of Technician	Continuous On-Site Weekly	Continuous On-Site Monthly
MCSE Certified, NOVELL Certified, SCO-UNIX Authorized, A+ and Warranty Certified, Project Managers	\$ 2500.00	\$ 6500.00

TIME AND MATERIALS MAINTENANCE SERVICES

Description	Unit	Price	
1. Labor Rates		Customer On-Site Rate	Vendor Premises Rate
a. Regular (M-F, 8AM-5PM)	.25 Hr.	\$ 17.50	\$ 15.00
b. Overtime (M-F, 5PM-8AM)	.25 Hr.	\$ 20.00	\$ 20.00
c. Premium (Saturday, Sunday & Holiday)	.25 Hr.	\$ 20.00	\$ 20.00

2. Hourly Travel Rate	.25 Hr.	\$ 17.50
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3. Minimum Fees	per occurrence	\$ 0.00
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4. Preventive Maintenance	per item	
a. Personal Computer		\$ 30.00
b. Laser Printer		\$ 35.00
c. Dot Matrix Printer		\$ 35.00

5. Material Charges (percentage-over-cost for materials billed)	Maximum %	28%
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